

*AC*

determining [the availability of] the agent based on the availability of the agent  
as well as one of an agent skill level and a most idle agent criteria;

responding to the query with the determined availability of the agent; and  
connecting the call to the agent.

2. (First Amended) The method according to claim 1, further comprising the step of  
updating an availability entry for the plurality of agents to indicate that [the] an agent is  
unavailable for receiving another call when the call is connected to the agent and to indicate  
that the agent is available for receiving another call when the call connected to the agent  
terminates.

*Sub B2* 11. (First Amended) A system comprising:

*AJ* [an] at least one agent receiving calls from at least two disparate  
telecommunications networks; and  
a processor coupled to the at least one agent and to each telecommunications  
network from which the agent receives calls, the processor receiving a query from a  
telecommunications network regarding an availability of the at least one agent for receiving a  
call, determining [the availability of] the at least one agent based on the availability of the  
agent as well as one of an agent skill level and a most idle agent criteria, and responding to  
the query with the determined availability of the at least one agent.